



Arkansas Workforce Center at Little Rock
Standard Operating Policy and Procedure (SOP)

Policy Number/Name: POL 2026 Complaints Grievance Effective Date: Immediately

Policy Impact: One Stop Career Center Operator Revision Date: May 2026

Complaints and Grievance Procedures

PURPOSE: This policy establishes the procedures for participants and other interested parties to file grievances and complaints alleging violations of the requirements of Title I of the Workforce Innovation and Opportunity Act (WIOA), including service-related complaints, discrimination complaints, and appeals. This policy is revised to ensure that the Little Rock Workforce Development Board provides an opportunity for informal resolution and a hearing to be completed within 60 days of the filing of the grievance or complaint, and an opportunity to appeal to the state when no decision is reached within 60 days or when either party is dissatisfied with the local hearing decision.

REFERENCES:

WIOA § 181(c)(1)
20 CFR 683.600(a) and (c)(2), (4)(i), and (4)(ii)
WIOA § 3(24)
Current version of ADWS Policy No. WIOA I-B 4.3, Change 1, Requirements for Local Grievance, Complaint, and Appeal Procedures
Current version of ADWS Policy No. WIOA I-6.1, Arkansas Grievance, Complaint, and Appeal Procedures for WIOA Title I Activities

POLICY:

Scope

This policy applies to WIOA Title I-B participants, applicants, employees, employers, one-stop partners, service providers, partner agencies, contractors, and other interested parties affected by the local workforce development system. Local procedures must provide a process for dealing with grievances and complaints from participants and other interested parties affected by the local workforce development system, including one-stop partners and service providers.

Definitions

For purposes of this policy, the terms “grievance” and “complaint” are used interchangeably. No inference should be drawn from the use of one term rather than the other.

Nondiscrimination

The Arkansas Workforce Center at Little Rock is prohibited from discriminating on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation, or belief.

Complaints alleging discrimination must be referred to the appropriate Equal Opportunity Officer for processing under applicable equal opportunity requirements.

Accessibility and Notice

Reasonable efforts must be made to assure that the information in these grievance, complaint, and appeal procedures is understood by affected participants and other individuals, including youth and individuals with limited English proficiency. A brief version of these procedures must be displayed at the One-Stop and made available upon request, and the full procedures must be available upon request to any person who asks for them.

Informal Resolution Procedures

When a customer, participant, staff member, partner agency representative, service provider, or other interested party raises a service-related complaint, staff should attempt to resolve the issue promptly and informally at the lowest possible level.

If the complaint is not resolved by the staff member, the complainant must be referred to the immediate supervisor. If still unresolved, the matter must be referred to the Program Manager and then to the EEO/HR Representative or designee.

A complaint is considered informally resolved when the complainant's concerns have been addressed and the complainant acknowledges satisfaction.

If the complainant is not satisfied with the informal resolution process, the complainant must be offered the opportunity to file a formal grievance or complaint.

Each grievance or complaint will be investigated, and an informal resolution will be proposed within 60 days of the filing of the grievance or complaint.

Formal Grievance and Complaint Procedures

A formal grievance or complaint may be filed verbally, by telephone, by e-mail, or in writing, but once received by staff it must be documented in writing using the grievance form or other written record acceptable for processing.

The EEO/HR Representative or designee must maintain a complaint log and record all formal grievances and complaints regardless of where they originated.

The complaint log and case record must document the date filed, the issues raised, actions taken, informal resolution efforts, hearing requests, final local decision, and appeal status.

Each formal grievance or complaint must be investigated promptly.

Hearing Procedures

A complainant must be given the opportunity to request a hearing on the grievance or complaint.

If a hearing is requested, the hearing must be completed at the local level within 60 days of the filing of the grievance or complaint. The hearing record should document the date of the request, the hearing date, the issues considered, the parties present, and the local decision.

A written local decision must be issued after the hearing or after completion of the local review and must include the outcome and notice of appeal rights.

Timeframe Requirements

The Little Rock Workforce Development Board must provide an opportunity for both informal resolution and, if requested, a hearing to be completed within 60 days of the filing of the grievance or complaint. If no decision is reached within that 60-day period, the complainant must be informed of the right to appeal to the state.

State Appeal Rights

Either party may appeal to the state level in accordance with current ADWS Policy No. WIOA I-6.1 when: (1) no decision is reached within 60 days of the filing of the grievance or complaint; or (2) either party is dissatisfied with the local hearing decision. This notice of state appeal rights must be included in the written local decision and made available to complainants upon request.

Labor Standards Grievances

An individual alleging a labor standards violation may submit grievance to a binding arbitration procedure if a collective bargaining agreement covering the parties to the grievance provides for binding arbitration.

Other Remedies

Nothing in this policy precludes a grievant or complainant from pursuing a remedy authorized under another federal, state, or local law.

Contact Information

Local Level EEO/HR Representative
Little Rock Workforce Development Board
5401 S. University Ave, Ste 146
Little Rock, AR 72209
PH: 501.682.8038
TDD/TTY: (800) 250-6691

Executive Director
Little Rock Workforce Development Board
5401 S. University Ave, Ste 146
Little Rock, AR 72209
PH: 501.683.3843
TDD/TTY: (800) 250-6691

Contact Person W. J. Monagle, Executive Director	Expiration Date Indefinite
Authorized By Eddie Davis, Chair  SECRETARY	 6/25/26

Policy Review Date: 5/28/2026

GRIEVANCE FORM: Attachment A

This form is to be used by the employee, partner, customer, participant, or other affected party in filing a formal grievance or complaint. It must be completed fully and will serve, without amendment, as the source document for the grievance process.

All supporting documentation must be attached to this form.

Name: _____

Job Title/Services Sought: _____

Work Location: _____

Immediate Supervisor's Name (if applicable): _____

Grievance Respondent: _____

Date Filed: _____

Grievance Statement

In order for a formal grievance or complaint to be processed, the following elements must be addressed. Additional pages may be attached if needed.

1. What was the date of occurrence, and what specific behavior, condition, or violation of policy or procedure occurred that constitutes the grievance or complaint?
2. How have you been adversely affected by this grievance or complaint?
3. What action have you taken to resolve the matter informally, and what was the outcome of those efforts?
4. What specific remedy do you expect?
5. Do you request a local hearing? Yes / No
6. If applicable, are you requesting a review under a collective bargaining agreement labor standards arbitration procedure? Yes / No

Grievant's Signature: _____

Arkansas Workforce Center at Little Rock Complaint Log Attachment B

The complaint log must be maintained for all formal grievances and complaints and should include, at a minimum, the complainant's name, date of complaint, complaint received by, complaint summary, resolution, follow-up, hearing request status, date of local decision, and appeal status.

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